



Job Description

Job Title: **House Manager**

Responsible to: Operations & Commercial Director

Responsible for: Assistant House Managers

Bristol Beacon

Bristol Beacon's purpose is to unite people through the joy of live music. As a renowned venue and award-winning music education hub, we achieve this through a remarkable, diverse and inspiring programme of live music performance, participation and learning.

Our broad performance programme encompasses music of all genres from classical, jazz, folk and roots, to rock, pop, electronic music, and genre-defying festivals, as well as local choirs, orchestras, and schools. As an organisation increasing in national importance, we have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the music education hub lead for the region, we deliver the National Plan for Music Education to all children aged 4 – 18, inspiring 39,000 children in 150 schools, special schools, and youth ensembles every year. Our community programme works with people in all sorts of setting across the city to feel inspired and connected through music, including children under five, those from low-income families, adults living in social isolation or with complex health needs, and children in care and care leavers.

We play a vital role as a civic space for the city, facilitating meetings, hosting large-scale conferences and fairs, community workshops, providing café, bar and restaurant spaces, and hosting a range of performances beyond music.

In 2023 we opened our transformed concert halls in central Bristol after a once-in-a-generation redevelopment programme, including the 2,100-capacity Beacon Hall, 500-capacity Lantern Hall, and a brand new education and development space in the historic cellars, dedicated to developing new talent and skills and incorporating a new performance venue aimed at young people and emerging artists.

We have ambitious sustainability and access goals as a forward-thinking, modern venue and organisation; playing our part as a sector-leader in our approach to this work.

We achieve all of this through the work of our vibrant and dedicated staff team. We aspire to reflect the city of Bristol and its people; we value individual difference, inclusion, wellbeing, and staff engagement, so that our team can be their best selves at work.

Bristol Beacon is operated by Bristol Music Trust, which was established in 2011 as an independent charity to operate Bristol Beacon as a venue and as the lead organisation of the region's music education hub.

Operations

The FOH Team are part of the Operations Team headed by the Operations and Commercial Director. The Operations team includes the Event Coordination, Technical, Facilities and Front of House teams.

Operations is responsible for ensuring that Bristol Music Trust's resources and activities are managed effectively to deliver the work of our Programme, Commercial and Creative Learning and Engagement teams both within our 2 sites – Bristol Beacon and Beacon Music Centre - and at any external venues we work in. The team is also responsible for ensuring that appropriate controls are in place to meet all legal and regulatory requirements.

The whole Operations Team works closely and collaboratively with other departments (Marketing, Programme, Box Office, Creative Learning and Engagement & Development) to ensure a professional approach and enhance the experience of our customers - audiences, clients, promoters, artists, and all other users of our spaces and our services.

Front of House

The Front of House Team ensure the smooth running of all Front of House spaces, throughout Bristol Beacon.

Our Front of House team are passionate about delivering outstanding events. The team provide a welcoming, efficient service to our audiences, visitors, participants, customers and clients and ensure that everyone using our spaces has an exceptional experience. No two days are the same and the team anticipate challenges and ensure the seamless running of every event.

The Front of House team are a first point of contact for visitors and audiences of our spaces and are welcoming, knowledgeable ambassadors for Bristol Beacon, who ensure a quality, safe experience for all users of our spaces and contribute to repeat event bookings through the high event standards we provide.

Purpose of the Role

The two House Managers collaborate and lead the FOH team across daytime and evening operations, including Assistant House Managers and the Casual Steward Team, and oversee the delivery of exceptional events, outstanding customer service and high levels of health and safety.

With the Assistant House Managers they manage over 800 events a year, lead on the delivery of events across our Artistic Programme, Commercial Hires and Creative Learning and Engagement, and provide a motivated Front of House operation supported by excellent record keeping ensuring that all events run efficiently, smoothly and safely, and that high standards of customer and client care are maintained at all times.

They are responsible for maintaining Front of House policies and procedures, including overseeing staff schedules and health and safety procedures for the public.

The House Managers are also responsible for managing the operational, day to day relationship with the Graysons' Bar Managers and bar teams to ensure smooth bar operations.

Key Responsibilities

Front of House Operations

1. Duty manage events as part of a team rota and work with the client/artists and contractors to solve any operational issues that may arise, briefing/working with any other staff across the organisation as required to ensure the success of the event.
2. Oversee planning for and take responsibility as necessary for evacuation and emergency procedures during all events.
3. Be a visible presence in the building, actively providing an exceptional welcome to clients/users of the building and artists for shows and events, across all areas of the venue.
4. Manage the set-up of event requirements including room style set-up and manage any catering requirements for commercial events and artist shows, liaising with caterers, ensure the delivery of any refreshments are on time and are of a high standard.
5. Actively manage the operational relationship with our food and beverage and other contractors including security to ensure the right amount of staffing for a range of events with differing requirements. Have an understanding of our range of events, including events with young people, adults at risk and the community and the safeguarding processes involved.
6. Plan and actively manage the crowd flows through the building for all events to maximise operational efficiency and safety considerations.
7. Oversee the training and continuous improvement of our Steward teams to ensure that they are all trained regularly in all aspects of customer service, crowd management and emergency procedures as well as other areas of event management.
8. Oversee the creation of FOH rotas in a timely manner, using StaffSavvy, our rostering system, based on Artifax resources, ensuring sufficient cover/staffing levels for each event.
9. Managing external contracts with our medical providers and security provider to ensure cost effective scheduling of staff across performance spaces and the Artist's Entrance meeting event requirements and budgets. Timely checking, processing and approval of invoices post event.
10. Write, understand and when necessary review FOH standard operating procedures and emergency operating procedures, identifying areas for improvements and making changes to improve standards. Ensuring that relevant staff understand all SOP and EOPs and are trained in their use.
11. Provide constructive FOH reports following each event ensuring a consistent approach in style across the FOH team. Identifying actions are followed up and delivered.
12. Attend operations meetings and work with managers and staff across the Operations Team, Commercial Team, Programme and Creative Learning and Engagement to ensure show and event requirements are met. Ensuring this information is communicated with the FOH team. Work with external promoters and tour managers to ensure requirements are met.
13. Efficient use of Artifax our event management system to oversee the timely and accurate planning, organising and resourcing our range of shows and events.

Customer Service

1. Model high standards of customer service and care to ensure the best experience and maximise income. Assist in monitoring and developing the overall experience for audience, clients, customers and visitors to our spaces seeking continuous improvement in front of house delivery.

2. Lead by example and motivate AHMs and Stewards, ensure high standards across the team and an excellent level of customer service. Manage and act upon customer feedback to improve standards of customer care.
3. Have an excellent understanding and proactive approach to access needs, championing our equality, diversity and inclusion ambitions across recruitment, team culture, and customer engagement.
4. Be an ambassador for Bristol Beacon by being fully conversant with the facilities, programme of events and services that Bristol has to offer and be able to discuss requirements and pass on enquiries as appropriate.

Health and Safety

1. Ensure the premises license, health & safety requirements, security requirements, and any legal standards are complied with, that opening and closing procedures are in place and adhered to
2. Ensuring all relevant risk assessments are in place. Reviewing and writing when necessary and that the FOH team understand their contents. Identifying training needs where appropriate
3. Oversee incident/accident/near-miss records and work closely to ensure first aid/medical cover is appropriately planned, booked and recorded for all events.
4. Take a lead role in training, testing, and carrying out of emergency evacuation and invacuation procedures. Lead the evacuation of visitors/staff from the building in an emergency and be fully conversant with BMT's emergency procedures. Undertake regular fire alarm testing and venue wide emergency drills with the Facilities Manager and ensure that FOH staff understand and can enact fire evacuation procedures.
5. Work alongside all colleagues promote safe working practices, ensuring that artists, hirers, audiences and visitors to our spaces adhere to our Health and Safety Policies.
6. Monitor Front of House spaces to ensure that spaces are presentable and prepared, operating in safe conditions and liaise with the Facilities Manager and any external contractors regarding remedial action and maintenance.
7. Work to ensure that all areas of the premises are well maintained and presentable at all times. Identify any areas requiring improvement, report any defects or maintenance issues to the Facilities Team.

Leadership and Management

1. Develop a proactive team culture that embodies Bristol Beacon's values of inclusion, creativity and community impact.
2. Lead by example in developing a high-performing and accountable work environment where continuous improvement is encouraged.
3. Lead, motivate and inspire the Assistant House Managers and the casual Front of House stewards team, role model and set an example on best practice standards and the application, implementation and adherence to all Trust Policies and Procedures.
4. Line manage the Assistant House Managers through individual objective setting and performance management, regular 1:1 meetings, and identification of training and development needs.

Employee Specification

Essential – The role holder **must** have the following Core and Additional Role Specific competencies:

Core Competencies

LEADERSHIP & MANAGEMENT

- Ability to line manage, motivate and lead team to ensure effective performance against goals.
- Provide effective leadership and values to the team, passing on own skills and knowledge where possible.
- Leading and planning the work of the team which deals with more diverse issues.

COMMUNICATION

- Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
- Excellent and accurate standard of written and verbal communication.
- Builds positive working relationships.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is receptive or contributes to new ideas and approaches and adapts accordingly.
- Ability to handle conflicting priorities and deal with unusual incidents.
- Remains calm and positive under pressure and puts difficulties into perspective.
- Is able to problem solve and develop solutions.

CUSTOMER SERVICE

- Builds rapport and sustainable relationships with clients, customers, patrons and artists – seeking pro-actively to understand their needs and satisfaction levels and provide added value.
- Actively seeks customer/client, patron and artist feedback and provides an excellent service to meet internal/external customer/client needs.
- Gives timely advice which leads to valuable outcomes. Looks to continuously review and improve performance standards of self and team.

TEAMWORK

- Effective delegation, performance, monitoring and motivation of the team.
- Seeks ideas and input of colleagues in own and other teams to make best use of team expertise and improve team performance.
- Covers others, working effectively as part of the team, acting in a supportive, considerate manner to the team.

PLANNING & ORGANISATION

- Workload delivered within deadlines and to agreed standards.
- Making medium plans for a whole team or project alongside organising own time effectively, creating work schedules, prioritising, preparing in advance and setting realistic timescales.
- Responds positively to changing priorities and can re-plan accordingly.

Role Specific Competencies

VENUE MANAGEMENT

- Previous experience of leading and line managing a Front of House team in a similar large scale, multi-purpose venue.
- Previous experience of administering advance planning for a wide variety of live events, including research and risk assessments to determine front of house, security, medical and crowd safety cover.
- Previous experience of managing shows and events within the arts/entertainment industry.
- Proven experience of providing excellent standards of customer care and understanding customer needs.
- Proven experience of working collaboratively with a wide range of operational staff including stewards, technicians, catering staff, security and medical staff.
- Previous experience of organising event set-up including setting up meetings, conferences, parties, weddings to specified requirements, client liaison and organising others time.
- Proven experience of providing reports and analytical information in relation to venues, events and operational processes.
- Proven experience of operational process improvement.

TECHNICAL AND NUMERACY

- Is able to create complex spreadsheets, process numerical information and communicate this information to other key members of staff.
- Excellent budget management skills with proven experience of mindfully managing a large staffing budget.
- Previous use of venue management software, previous use of Artifax would be an advantage.

HEALTH & SAFETY

- Has an excellent working knowledge (theory and practice) of Health & Safety regulations, requirements and guidance including crowd safety, license regulations of running a bar and an entertainment venue and risk assessment.
- Crowd Safety Management qualification, SIA badge and personal license are an advantage.

Special Conditions

You will be required to work during the daytime and evenings to cover operational front of house requirements as required. The post will also involve working weekends and some bank holidays. Your shift pattern will be agreed in advance with your line manager in accordance with the requirements of the Bristol Music Trust.

This role is subject to our Safeguarding processes and requires the post holder to have an enhanced DBS check.

Occasional Duties

The role holder will carry out any other duty that is reasonably required.

Place of Work

Your usual places of work are Bristol Beacon and Beacon Music Centre in Southmead, and you will mainly be based at Bristol Beacon. You may be required to work at other locations that are reasonably placed.

Date Created / Modified: May 2025
Approved by: James Kitto, Operations and Commercial Director

Outline of Terms and Conditions:

Role: House Manager

Salary: £35,000 per annum

Contract: Permanent

Hours: Full-Time, 37 hours, working a flexible rota over 7 days per week, including evenings, weekends and bank holidays. Our rota is provided at least one month in advance.

Annual Leave: 24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service

Probationary Period: 6 months

Pension: Bristol Music Trust operates a Salary Exchange (salary sacrifice) Pension Scheme with a 5% employer contribution, subject to a minimum 4% employee contribution

Application Procedure

To apply please complete our application form and equal opportunities monitoring data on our StaffSavvy recruitment portal, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team.

If you require our application form in an alternative or if you need to provide your application in a different way or have questions about the recruitment process for the role, please contact our People Team at HR@bristolbeacon.org

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs.

The closing date for applications is 9.00am Monday 2nd February 2026.
